

The Accessibility Guide



STC's 51st Annual Conference in Baltimore, Maryland

May 9-12, 2004

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While every effort has been made to describe the conference site and installations, as well as other locations around the conference host city accurately and thoroughly, neither STC nor the AccessAbility SIG can accept any liability for any errors or omissions contained in this guide.

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Introduction

Welcome

Hi, Hon! And welcome to Charm City and to [STC's 51st Annual Conference](#). The AccessAbility SIG has made every effort to ensure that your visit to Baltimore is a wonderful experience.

Charm City will give you plenty to write home about. Besides learning new skills at our conference, you can also visit museums, take dinner cruises, or stare endlessly at the beauty of the Inner Harbor. Enjoy!

Here is a quick glossary so you can speak like a Baltimore local:

- **Poison Ivory:** Plant that gives you itchy skin
- **Bulled Aig:** An egg cooked in water
- **Star Phone:** Most say Styrofoam
- **Avalanche:** Takes you to the hospital
- **Syringe:** Sound an ambulance makes
- **Accent:** When 2 cars collide
- **Ball Mer:** How locals pronounce Baltimore
- **Merlin:** The name of the state
- **Farn Gins:** Red trucks that put out fires
- **Looney Yum Fool:** Aluminum foil
- **Hi, Hon:** How we always say hello
- **Pockeybook:** Purse to most
- **Balled Ham:** Boiled ham
- **Moral Stadium:** Memorial Stadium
- **Share:** Hot water that cleans you in the morning
- **Chimley:** Where Santa comes down

Purpose of this Guide

We have prepared this guide to help you have an enjoyable and productive experience at the Baltimore Conference. This guide will

- Encourage people with special needs or disabilities to attend the STC Annual Conference

- Inform you of special circumstances you may encounter when arriving and leaving the hotel and Baltimore-Washington International Airport (BWI), getting around the conference site, and finding out about things to do in Baltimore
- Provide the names of emergency facilities and services in the area in case you need them.

This guide will help you if you

- Use a wheelchair or scooter; get tired easily; or use canes, crutches, or a walker. This guide provides helpful tips such as locating elevators, stairs, restrooms, and signs.
- Have hearing loss, low vision, or dietary restrictions.
- Have a service dog.

Eastern Time

Be aware that Baltimore is on Eastern Time (i.e., one hour ahead of Central Time and three hours ahead of Pacific Time).

Making the Most of Your Experience

You are the only one who can make this conference a success. For example, if you have difficulty hearing a speaker, try to approach the speaker **before** the session and ask him or her to use a microphone or to repeat a question asked by an audience member. Come early and sit closer to the speaker; speakers are usually extremely understanding and cooperative.

If you have a need for a specific seat in a room (due to a hearing or sight limitation), try to arrive at your session approximately 10 minutes early and place a polite note on the seat of your choice. You can return later and occupy it at your convenience.

If severe mobility or other disabilities prevent you from attending sessions on your own, your care assistants or attendants can accompany you to the sessions free of charge, provided these attendants are NOT STC members.

For a sneak preview of the Usability and Information Design Stem at the 51st Annual STC Conference, please visit

<http://www.stcsig.org/usability/newsletter/0401-conference.html>

Transportation

Getting Around BWI Airport

Washingtonians know BWI (Baltimore-Washington International Airport) as the cheapest airport to fly from, and it is also closer to Baltimore than either National (DCA) or Dulles (IAD), so don't let your travel agent book you to those airports—you will have to drive about one hour without traffic from either airport to get to Baltimore, whereas BWI is about 15-20 minutes and has public transportation options.

BWI is 30 miles (50 kilometers) northwest of the city. The [terminal](#) buildings offer a wide variety of shops, eateries, and services. You will also find an excellent business services center with a conference room, fax, photocopying facilities, and workstations. To familiarize yourself with the airport, go to http://www.bwiairport.com/5custasi/in_tm.shtml. To reach the BWI text-based site, visit <http://www.bwiairport.com/textsite.htm>. The airport offers the following services for people with special needs:

- **TDD Phones for the Hearing Impaired**

You will find public telephones equipped with TDD devices throughout the airport.

- **Visual Paging for the Hearing Impaired**

Visual paging monitors are available at the lower and upper levels at all piers.

- **Lift-Equipped Buses**

Lift-equipped buses can provide all of the shuttle service to the parking lots and to the railroad station. Call Globe Ground North America (Operator of the shuttle bus service) at 410-684-3346 to request a wheelchair-accessible shuttle bus. It usually takes a few minutes for them to send a specially requested bus.

- **Unisex Bathrooms**

These bathrooms are especially equipped for people with disabilities. You can use these bathrooms with or without an attendant. They are especially useful if you have a special need and are traveling with an attendant of a different sex as the room may be used by only one person/group at a time. The only unisex bathroom before security is located behind the pier D ticket counters.

- **Wheelchair Service**

You can obtain wheelchairs with or without a skycap by contacting one of the skycaps or an agent. You can call Communications and have them page a skycap with a wheelchair from the traveler's airline.

- **Parking**

Handicapped parking is available in all BWI parking facilities.

Finding Ground Transportation

For a regional transit map, please go to <http://www.mtmaryland.com/>.

You have the following options for ground transportation:

- **Amtrak**

Amtrak trains provide service to the BWI Rail Station, where free shuttles serve the airport terminal. To contact the BWI Rail Station, call 410-672-6169. For Amtrak schedules and information call 1-800-USA-RAIL or go to www.amtrak.com.

- **SuperShuttle**

STC has arranged a special fare with SuperShuttle Transportation Systems for attendees who would like shuttle service to/from the Baltimore/Washington Intl. Airport (BWI). Please print out the [Special Rate Coupon](#) and present it to the *SuperShuttle* representative upon arrival into BWI. (You can also download the coupon from the STC website at <http://www.stc.org/51stConf/tvlOther.asp>) For information on service to/from Baltimore City and Baltimore; Prince George, Montgomery, and Anne Arundel Counties; and Annapolis, as well as Northern Virginia, phone 1-800-BLUE VAN (258-3826). From Baltimore's Inner Harbor Hotel District to BWI Airport, call 1-800-BLUEVAN (258-3826)

- **MARC Train**

MARC Trains provide service to the BWI Rail Station. For additional information, call 1-800-325-RAIL or go to www.mtmaryland.com.

- **Washington Metropolitan Transit Authority (Washington, DC Metro)**

Metro offers BWI Express Metro bus service between BWI and the Greenbelt metro station in Maryland. The service provides a direct connection between BWI and the Greenbelt Metro Station. The BWI Express/B30 service runs every 40 minutes, 7 days a week to the Greenbelt Metro Station, which is located on the Green Line of the Washington Metro System. Buses run 25 times each weekday and 21

times on Saturdays and Sunday, every 40 minutes. For more information call 202-637-7000 or go to www.wmata.com.

- **Light Rail**

The Light Rail (Baltimore's mass transportation) will have half of its system shut down during the conference. The track south of the city will not be available from now through October 2004. Replacement shuttle bus service will be offered during this time, but the ride (non-express) is very bumpy, and we do not recommend it for people with back problems. Visit the following website for additional information:

<http://www.mtmaryland.com/news/index.cfm#273>

- **Airport Shuttle**

Shuttle runs 24 hours a day, 7 days a week and offers door-to-door reservation service covering the State of Maryland. Arriving passengers' flights are tracked and passengers are met at curbside. Vans carry 7 to 10 passengers. For reservations and information, call 1-800-776-0323.

- **Taxi Service**

The BWI taxi stand is located just outside of the baggage claim area of the Lower Level of the BWI Airport Terminal. This service is available from BWI only. For cab service to BWI, please consult your local cab company. For additional information, call 410-859-1100 or visit

www.BWIAirportTaxi.com.

- **Howard Transit**

Provides fixed route bus service in Columbia, Ellicott City, and Clarksville. Service is also available to BWI Airport and most routes operate Monday through Saturday with service available to BWI Airport seven days per week. For information call Howard Transit customer service at 1-800-270-9553 or go to www.howardtransit.com.

- **MTA Bus Service**

The Maryland Transit Administration (MTA) offers bus service from BWI Airport connecting to Parkway Center, Arundel Mills Mall, Airport 100 Park, and the Patapsco Light Rail Stop. For complete fare, schedule, and other MTA information, call 410-539-5000 or log on to

<http://www.mtmaryland.com/>.

Conference Hotels

We will cover the headquarters hotel, Hyatt Regency, in more detail. In addition, you will learn valuable accessibility information about the following hotels:

- Renaissance Harborplace Hotel
- Sheraton Inner Harbor Hotel
- Marriott Baltimore Inner Harbor Hotel
- Wyndham Baltimore Inner Harbor Hotel

Hyatt Regency Hotel—Headquarters Hotel

The Hyatt Regency Hotel, our headquarters hotel, is just 12 miles from the Baltimore/Washington International Airport. It is directly across from the Inner Harbor behind Light Street Pavilion and is about 1 to 2 blocks from the Convention Center. If you take the skywalk from the second level, it is about 1 city block from the



Center; the skywalk also links the hotel to the Harborplace Mall, with easy access to the National Aquarium, Science Center, and Oriole Park at Camden Yards.

This hotel has gone to considerable measures to ensure that people with special needs enjoy their stay. One example is that Braille is used throughout the hotel. All entries are accessible, with ramps where needed. You will find two street-level entrances and one on the skywalk leading to the Convention Center. You can also take a skywalk to the Harborplace from the attached Parking Garage.

Contacting the Hotel

To reserve a room at any of the hotels mentioned in this guide, you must go through the Housing Bureau. Please visit the STC website at <http://www.stc.org/51stConf/tvlLodging.asp> to make your reservations.

Do not call the hotels directly to make your reservations; reserve your rooms through the Housing Bureau.

300 Light Street

Baltimore, Maryland 21202

Phone: (410) 528-1234

Fax: (410) 685-3362

Web: <http://baltimore.hyatt.com/property/index.jhtml>

Reserving a Guest Room

The hotel has 13 rooms that meet ADA standards. Seven rooms have a king-size bed and six rooms have double beds. You will find at least one accessible room on every floor from the 4th to the 14th floors. Four rooms have a roll-in shower (2 king and 2 double beds). Various ADA devices are available (bathtub bench, toilet seat extender, grab bars, orthopedic mattress bed, mobility impaired devices).

The Hyatt has Braille restaurant menus and room directory. Devices for hearing impaired people (for telephone and front door, and an alarm clock) and a portable smoke detector are also available. When you register and check in, inform the hotel staff of any health conditions or needs that you may have, so the hotel staff can best suit your needs. Be proactive.

Parking

You will find six to nine accessible spaces next to the elevators on each level of the parking garage, which has six levels. The clearance is 6 feet.

Checking In

Enter at street level with the escalators and stairs directly in front of you as you enter through the revolving or wheelchair-accessible front door. Elevators are located directly to the right as you enter through the front door, and they are also located directly behind the escalator.

Finding Restrooms

The accessible restroom near the skywalk entrance on the second floor is too tight at the entrance for a wheelchair (since it turns at an angle once you get inside the door). However, the restroom has an accessible stall. On the third floor, you will find an accessible restroom with a clear path to the stalls.

Leaving the Hotel

The BWI shuttle arrives and departs every half hour between the airport and the hotel. However, there is no wheelchair ramp on this shuttle. The concierge has a list of operators he can call for vans with wheelchair ramps. One phone number to call for wheelchair accessible vans is 301-460-2640. This company is in Rockville, MD, but provides services to hotels in Baltimore and other locations.

If you need to check out but won't be leaving until later in the day, take your luggage to the front desk. The hotel staff will store your luggage until you are ready to leave. If you need a valet to get your luggage in your room and store it until you leave the hotel, remember that you must be in the room when the valet comes to get your luggage.

Dining at the Hotel

Perks

Located in the atrium (2nd floor), this eatery offers quick take-away service and a variety of breakfast items to go. They proudly serve Starbucks coffee. Open daily at 6 am.

Bistro Restaurant

You can eat breakfast, lunch, and dinner (regional cuisine) at this restaurant. It is located on the 3rd floor; from the elevator bank, the restaurant is on the left and is clearly accessible. Open daily from 6:30 a.m. until 10 p.m.

Pisces Rooftop Restaurant

You can eat brunch or dinner (seafood is their specialty) in this stylish but dimly lit restaurant. Take the elevator to the 15th floor and listen to live jazz while you dine. Open Tuesday through Sunday (closed Mondays). Lounge opens from 4 p.m. until 1:30 a.m.; they serve brunch from 10 a.m. until 2:30 p.m. and dinner from 6 p.m. until 10:30 p.m.

Renaissance Harborplace Hotel

The Renaissance Harborplace Hotel is adjacent to the Gallery Shops at Harborplace and connected by skywalk to the Harborplace Pavilion's vast array of restaurants and shops.

Contacting the Hotel

To reserve a room at any of the hotels mentioned in this guide, you must go through the Housing Bureau. Please visit the STC website at <http://www.stc.org/51stConf/tvlLodging.asp> to make your reservations.

Do not call the hotels directly to make your reservations; reserve your rooms through the Housing Bureau.

202 East Pratt Street
Baltimore, MD
1-800-359-4827

Accessibility Information

This hotel faces the water and is situated behind the Pratt St. Pavilion. The Gallery (a five-story shopping center) is attached to this hotel as well as skywalks going to and from the Inner Harbor.

The main entryway has a ramp to the right of the doors—and the doors are accessible. The ramp drops you off right at the check-in desk, and you will find a wheelchair-accessible restroom on the first level.

The exit that leads to the Gallery (a right turn from the main entrance) is not wheelchair-accessible. You have pull those doors open (towards the hotel) to go into the Gallery.

Braille is used throughout hotel, and a doorman is on duty 24 hours a day. If you need a wheelchair, you can request one at the front desk free of charge.

The hotel offers two types of ADA-compliant rooms: 25 rooms are wider and the bathtubs have bars, three rooms have bathrooms with roll-in showers.

They currently offer six hearing-impaired kits, which contain devices such as a vibrating pillow alarm. Please request one when you reserve your room.

Parking and Transportation

The parking garage has 2 to 4 wheelchair-accessible parking spaces on each level, and the garage has a total of 6 levels. The skywalk to the Inner Harbor is accessible by elevator from the 3rd level through the shopping area of the Gallery.

Sheraton Inner Harbor Hotel

The hotel is located in the heart of downtown Baltimore, only one block from the Inner Harbor.

Contacting the Hotel

To reserve a room at any of the hotels mentioned in this guide, you must go through the Housing Bureau. Please visit the STC website at <http://www.stc.org/51stConf/tvlLodging.asp> to make your reservations.

Do not call the hotels directly to make your reservations; reserve your rooms through the Housing Bureau.

300 South Charles Street
Baltimore, MD
(410) 962-8300

Accessibility Information

The hotel does not have a curb at the main entrance. Instead, they have a steep incline to get from the street level to the door (approx. 40 degrees). The entrance to the Parking Garage has a curb without a ramp.

This hotel has a skywalk entry to the Convention Center and is closer to the Convention Center than the other hotels, but the double set of doors, while wide enough for a wheelchair, is not automatic.

All 88 accessible rooms have bars in the bathtubs. Four rooms have roll-in showers, and 22 rooms are ADA-compliant. Instead of closets, armoires have been put next to the right or left of the bed. The receptionist did point out that the bathroom door swings out to the foyer so it may be difficult to get a wheelchair into the bathroom from the entrance. The mini-bars have been removed from these rooms to add space for wheelchairs. However, the items (snacks and drinks) may be requested through room service. These rooms are on floors 4 thru 15.

Restaurant menus are available in Braille, and the elevator buttons have Braille. The hotel also offers three hearing kits.

Parking and Transportation

The parking garage has two wheelchair-accessible spaces on parking levels 1 to 7, next to the elevators. There is no elevator access to the 8th parking level.

Marriott Baltimore Inner Harbor Hotel

The Baltimore Inner Harbor Marriott is ideally located in downtown Baltimore at the corner of Pratt and Eutaw Streets. The University of Maryland Medical Center is adjacent to the hotel with Oriole Park at Camden Yards just one block away.

Contacting the Hotel

To reserve a room at any of the hotels mentioned in this guide, you must go through the Housing Bureau. Please visit the STC website at <http://www.stc.org/51stConf/tvlLodging.asp> to make your reservations.

Do not call the hotels directly to make your reservations; reserve your rooms through the Housing Bureau.

110 South Eutaw Street
Baltimore, MD
(410) 962-0202

Accessibility Information

The main door is the only door that you can use to enter the hotel. The entryway has plenty of space in the slow-moving doors and the street level entrance is wheelchair accessible. To exit the hotel, you have another option. You can exit to Pratt Street (you can see the Convention Center from there), but you will have to walk down several steps (between 8-12). You will find the elevator bank on your right after you enter the hotel.

This 10-story hotel has 16 accessible (ADA-compliant) rooms: two with king-size beds and four with double beds. All have a roll-in shower, and you can request hearing kits.

Parking and Transportation

This hotel does not own a parking garage; however, you can use the parking garage that is connected to the hotel, which is owned by PMS Parking.

Wyndham Baltimore Inner Harbor Hotel

Wyndham Baltimore Inner Harbor is directly across from the Baltimore Arena and Morris Mechanic Theatre. This hotel is about two blocks from the Convention Center. It is the farthest up north from the Inner Harbor and situated between two busy streets.

Contacting the Hotel

To reserve a room at any of the hotels mentioned in this guide, you must go through the Housing Bureau. Please visit the STC website at <http://www.stc.org/51stConf/tvlLodging.asp> to make your reservations.

Do not call the hotels directly to make your reservations; reserve your rooms through the Housing Bureau.

101 West Fayette St.
Baltimore, MD
1-800-359-4827

Accessibility Information

The hotel, with an accessible main entry, has a North Tower with 23 floors and a South Tower with 27 floors. Forty ADA-compliant rooms exist: 20 rooms have queen-sized beds and 20 rooms have double beds. Only two rooms have a roll-in shower, and the hotel offers four hearing kits, which you can request from Security) and four Braille “kits.” The elevators do not have railings, but they have Braille buttons.

Parking and Transportation

Although the parking garage is connected to the back of the hotel, it is not owned or operated by Wyndham. Town Park manages the parking and wheelchair-accessible parking exists only on the 1st level.

Welcome to the Baltimore Convention Center

[STC's 51st Annual Conference](#) is being held at the Baltimore Convention Center (BCC). The BCC is the premier location for conventions, tradeshow and expositions in the Mid-Atlantic Region.

The BCC is conveniently located close to public transportation for easy access by MARC Train or Baltimore's Light Rail to Washington, D.C., or the Baltimore International Airport (BWI). Baltimore's Penn Station is a short 7-minute drive, while BWI Airport is only 20 minutes by car.

The conference center is a big venue, and our conference is tucked away in one corner of it, which we'll have to ourselves. Ensure that you choose the correct entrance. Almost everything will be on a single level, with the exception of progressions and the big set-piece events.

All the rooms on the main area have hearing loop systems permanently installed. All the rooms also have three levels of signage: a big sign that you can view from a distance, a chest-level sign near the door that has a big number, and a smaller sign with raised characters and in Braille.

The convention center is set a couple of blocks back from the waterfront and the hotels are grouped close to it. Right next to the water you'll find a good selection of restaurants at all price ranges, plus several attractions such as the Aquarium. It's also got a festive atmosphere if you just prefer to relax, maybe sipping a drink on the balcony of one of the bars or restaurants.

Please visit <http://www.bccenter.org/> or call 410.649.7000 for additional information. For an online brochure of the Convention Center, please go to http://www.baltimore.org/pdf/BACVA_Convention.pdf



Getting Around the Conference

Information About Sessions

Be proactive. Don't expect everything to be perfect, and try to arrive at the sessions early. Here are a few tips:

- If you are using a wheelchair, or if you have difficulty walking and prefer to sit in the front, arrive at your meetings early to avoid making too many people stand up to let you through. You may also want to arrive early to ensure a seat close to the speaker and to receive a copy of all handouts.
- If you have trouble hearing, introduce yourself to the speaker(s) ahead of time. Remind the speaker(s) to **speak loudly and clearly**.
- If you have trouble hearing, remind the speaker(s) to repeat any questions asked of him/her by an audience member.

Come to the AccessAbility SIG Progressions

We will have two SIG progressions this year:

- **Progression #1: Willing & Able: How Technical Communicators with Disabilities Can Succeed in their Profession** (Session UID 5U)
Date & Time: Tuesday, May 11, 8:30-10:00 AM, in Room Ballroom I
- **Progression #2: Section 508 for Dummies** (Session UID 7B)
Date & Time: Tuesday, May 11, 2:00-3:30 PM, in Room Ballroom II

Finding Restrooms

All public restrooms in the convention center are accessible. To find a specific restroom in the convention center, please refer to the Appendix or visit http://www.baltimore.org/pdf/BACVA_Convention.pdf.

Learning Different Routes

The hallways and registration areas are open and wide enough to accommodate wheelchairs within the Convention Center. The skywalk connects to the Convention Center and takes you to the Hyatt Regency and the Inner Harbor (leaving from the Sharp Street entrance on the second level). Skywalks have ramps to accompany different levels where stairs are used. From the Skywalk to the Hyatt Regency, the ramp has two switchbacks. The door to the Hyatt Regency has an automatic push button opener. However, the door to the Inner Harbor shops does not have an

automatic push button door opener and the elevator is inside the entrance to the shops, between two glass doors.

At the crosswalk on Pratt Street (at the Harborplace) you will find a voice-over traffic signal.

Finding Elevators

As you enter from the Pratt Street, elevators are located to the right. Stairs are directly in front of you. On the second level, the busiest and noisiest area will be near the Starbucks coffee kiosk on the left. An eating area with tables and chairs is near the kiosk. A Business Center is in front of you beyond the stairs and past the restrooms (which are on the left and are accessible).

No slopes or steps exist on the single level, and you can use the elevators located close to each bank of escalators. When you take the elevator, you can proceed at a similar pace as people taking the escalators, and you will not be forced off into some awkward back route. Most elevators are roll-on, roll-off, so you come in through one door and leave from a door straight ahead of you. However, some elevators require you to turn around or to back out.

Overcoming Obstacles

In the main area and third floor, large white pillars could be possible obstacles. Since most activities will take place on the third floor, these pillars may be a hazard if you are visually impaired, and you may want to go to the venue in advance to get oriented with them.

Learning about Lighting Levels

The conference center has fluorescent and incandescent lighting with dimmers.

Finding Signs

Signs appear two or three times at each location—once in huge characters above the door, one more time at eye level beside the door, and then in Braille.

STC always posts signs throughout the conference site, so you can easily reach your destination.

Taking Advantage of the Hearing Loop System

The Baltimore Convention Center is equipped with a **hearing loop system**. Nearly **all** session rooms at the Baltimore conference will be equipped with such a system. The only sessions not “in the loop” will be the progressions, since many people will be talking at the same time. Also, the opening session on Monday morning will be held in a room that is not equipped with the system. To take maximum advantage of such a system, you should wear a hearing aid that includes a “T-coil.”

If you use a hearing aid without a T-coil, or if you do not use a hearing aid at all, you will need an “audio loop receiver” (should be provided by the convention center). “Earbuds” and headphones should also be available, and these headphones should fit comfortably over “In-The-Ear” hearing aids that do not have a T-coil.

If you use a hearing aid with a T-coil, you do not need a receiver or headphone. Just enter the “looped” area and switch your hearing aid to the “coil” position. You should be able to hear quite well.

IMPORTANT: *Before going to the conference*, make sure that your T-coil is

1. Strong enough to pick up the signal from a hearing loop system
2. In the **vertical** position (not too good for using a telephone but much better for a hearing loop system)

Ensuring your Hearing Aid Will Pick Up the Signal

You can do either one of the following two things to ensure that the T-coil in your hearing aid is strong enough to pick up the signal:

- Change your hearing aid to one that contains a stronger T-coil, which will probably come with a pre-amplifier. You will have a much greater chance that it will work fine in a hearing loop system.
- Boost the strength of your existing T-coil through programming. Your dispenser, or audiologist, should know how to reprogram your hearing aid's T-coil.

Ensuring the T-Coil is in the Vertical Position

To ensure your T-coil is in vertical position, your audiologist should contact the manufacturer. Together, they can determine each model's T-coil orientation.

When we contacted Chris Nelson, Customer Service Representative for Phonak Hearing Instruments (1-800-777-7333), we learned that most Behind the Ear (BTE) hearing aids made in Europe have T-coil positions that are pre-set modules and cannot be changed. However, the In-The-Ear (ITE) instruments are usually custom-made and wired in the U.S. These ITE hearing aid T-coils can usually be re-positioned by the manufacturer.

Having a Service Dog

- Know your rights and responsibilities vs. the hotel's responsibilities
- Be prepared when you arrive; e.g., proof of ownership, vaccination certificate, etc.
- Your dog does **not** have to be “certified”; no one should insist that you show such a document.
- Be polite: clean up after your pet.
- Remember to pack a case for your dog; e.g., food, bowls, blanket, toys.
- Inform yourself at the visitor kiosk to inquire about designated places for your dog to relieve itself. They will be more than willing to show you these areas.

Finding Veterinary Care

Light Street Animal Hospital

1601 Light St.
Baltimore, MD 21230
(410) 547-8385
Hours: M-F 8-8, Sat. 8-3

Whetstone Point Veterinary

827 E Fort Ave
Baltimore, MD 21230
(410) 752-7122
Hours: M-F 8:30-7, Sat. 9-3

Doc Side Veterinary Medical

1705 Bank St # 2
Baltimore, MD 21231
(410) 522-0055
Hours: M, W & TH 7:30-7:30, T&F 7:30-6:30, Sat. 7:30-Noon

Having Dietary Restrictions

The Society office requires advance notice to meet any special dietary needs. If you pre-registered, you probably attached a written outline of your dietary needs to your conference registration form.

If you have not registered for the conference by April 23, 2004, please do so as soon as possible. On your conference registration form, check the box in the lower right hand corner and attach a written request specifying your special needs.

If you haven't yet notified the Society office of your needs, it's not too late. Here's what to do and what to expect:

Registering Before April 23, 2004

If you did not state your dietary needs on your conference registration form, please e-mail a statement of your needs to [Peg Cottrell](mailto:peg@stc.org) (peg@stc.org) by noon, Monday, May 3, 2004.

When you receive your registration materials at the conference, carefully check the meal tickets that you ordered. Your meal tickets should specify your request (e.g. kosher, vegetarian, vegan, diabetic, or food allergies). If your tickets do not correctly specify your request, take them immediately to on-site registration (adjacent to walk-in registration) to explain the situation.

When you arrive at the luncheon and/or banquet, please give the table servers your ticket and let them know that you have a specially prepared meal. The hotel/convention center staff has received a list from the Society with your name and has prepared a meal for you per your specifications. Please **do not** request a different meal than the one we ordered for you per your specifications. The hotel/convention center chef has prepared only a certain number of special meals and it is difficult to accommodate last-minute changes. In addition, any last-minute changes will be billed to STC.

If you realize at the conference that you did not inform the Society office of your needs, check in with the staff at on-site registration at the first opportunity. The hotel/convention center requests that you give them at least 24-hour of notice so they can accommodate your needs.

Registering On Site

If you register at the conference, inform the on-site registration staff of your special dietary needs. They'll provide you with appropriately marked meal tickets. By printing your name on the back of each meal ticket, you can assist the hotel/convention center in delivering your meals to you quickly.

When you arrive at the luncheon and/or banquet, please give the table server your ticket and let them know that you have a specially prepared meal. The hotel/convention center staff has received a list from the Society with your name and has prepared a meal for you per your specifications.

Please **do not** request a different meal than the one we have ordered for you. The hotel/convention center chef has prepared only a certain number of special meals and it is difficult to accommodate last-minute changes in a timely fashion.

What Can I Do in Baltimore?

This section provides information on the accessibility of the **Baltimore Harbor**, the **Harborplace**, and the **Baltimore Aquarium**. You will also find links to several online resources.

Baltimore Harbor

This area is one big boardwalk, though there is a wooden boardwalk next to the water, and a wider (flatter) concrete boardwalk next to that. Several ramps lead to the boardwalk from the street and sidewalks from the hotels. This location is usually very crowded, which may make it less accessible, but you can still navigate through it.

You will see restaurants and shops on one side of the boardwalk and ships (including water taxis) and the bay on the other side. It's very pleasant just to be in the harbor area and look at the ships and water. You might want to take a water taxi to go from the Baltimore Harbor to Fells Point for a nice Italian dinner or to go to the bars there. You can also take a regular taxi, but the water taxi is more fun. Here is one site you can visit to find more information about water taxis: <http://www.thewatertaxi.com/>

Harborplace

This is a huge mall with a few levels. You will find two parts to it: One is a more traditional mall with stores you'd know, but the other one has restaurants and mom and pop Baltimore stores. The two parts are not connected and the one with the restaurants is closer to the boardwalk. Elevators and escalators connect the levels of both parts. The large crowds may make this place less accessible, but the hallways are wide.

Baltimore Aquarium

For specific information about the accessibility of this beautiful tourist attraction, visit http://www.aqua.org/specialneeds_accessibility.html.

Additional Resources

- For a complete list of Baltimore attractions, please visit http://www.baltimore.org/pdf/BACVA_Attractions.pdf. This online brochure provides maps and city information such as museums, historic sites, shopping, historic homes, the arts and culture, and transportation.
- For a map of the downtown area (Inner Harbor) hotels and the Convention Center, please visit http://www.baltimore.org/pages/trans_maps_cch.htm
- For information about shopping at Arundel Mills, a mall that offers outlet, discount, specialty and designer retailers stores, please visit <http://www.arundelmills.com/index2.html>. Arundel Mills is near the Baltimore-Washington Airport.

Emergency Services

Police

- Emergency: Dial 911
- Non-emergencies: Dial 311
- For District Phone Numbers: Southern (410) 396-2499; HQ (410) 396-2525
- General information: Dial (410) 396-2525

Hospitals and Clinics

Harbor Hospital Center

3001 MD-2
Baltimore, MD
(410) 347-3200

University of Maryland Medical Center

22 S. Greene St.
Baltimore, MD
(410) 328-8667

Mercy Medical Center

301 Saint Paul Place
Baltimore MD
Phone: (410) 332-9000

Maryland General Hospital

827 Linden Ave.
Baltimore, MD
(410) 225-8000

Johns Hopkins Hospital

600 N. Wolfe St.
Baltimore, MD
(410) 955-5000

Sinai Hospital of Baltimore

2401 W. Belvedere Ave.
Baltimore MD
(410) 601-9000

Pharmacies and Medical Supplies

CVS Pharmacy

31 Light St
Baltimore, MD 21202-1035
Phone: (410) 685-4650

Rite Aid Pharmacy

17 W Baltimore St
Baltimore, MD 21201-3202
(410) 539-0838

Rite Aid Pharmacy

125 E Baltimore St.
Baltimore, MD 21202-1607
(410) 685-4340

Walgreens

19 E Fayette St
Baltimore, MD 21202
(410) 625-1179

Professional Pharmacy Service Incorporated

7 E. Lee St.
Baltimore, MD 21202
(410) 332-0377

Wheelchair and Scooter Rental

AVRS Inc.

(410) 242-0057
Manual Wheelchair Rental/Scooter Rental
1509 Vera Avenue
Delivery and Pickup fee - \$20; \$75 for up to two week rental; \$200 deposit

Fairfield Medical, Inc.

(410) 298-5500
Manual Wheelchair Rental Only
2052 Lord Baltimore Drive
Delivery and Pickup fee - \$25.00 - \$100.00 per month

James Pharmacy

(410) 752-5810

Manual Wheelchair Rental Only

1117 Light Street

Delivery and pickup included; one week minimum - \$25.00

Kirson Medical Equipment Company

(410) 391-1811

Manual Wheelchair Rental Only

8801 Kelso Drive

\$25.00 delivery & pickup - one month minimum - \$95

L & M Medical, Inc.

(410) 683-9600

Manual Wheelchair Rental

York Road

Delivery & pickup included; no minimum; per day - \$15; one week \$75;
deposit \$250 (approximate)

Medi-Rents

(410) 327-7252

Manual Wheelchair Rental Only

743 South Conklin Street

\$25.00 per day (if picked up & returned), \$35.00 day with delivery & pickup
included

Scoot Around America

888-441-7575

Wheelchair, Scooter, and Hearing Aid Services

AVRS Inc. (Wheelchair and Scooter Services)

1509 Vera Avenue

Baltimore, MD 21201

(410) 242-0057

<http://www.avrsinc.net>

Broadway Bicycle (Scooter Services)

415 South Broadway

Baltimore, MD 21231

(410) 276-0266

<http://www.broadwaybicycle.com>

The Little Scooter Shop

1509 Vera Avenue
Baltimore, MD 21227
(410) 242-0057

SSRR (Wheelchair Services)

Baltimore, MD 21201
(410) 547-1573

Sonyx Medical (Wheelchair Services)

4711 Harford Rd.
Baltimore, MD 21214
(410) 254-0557

United Hearing Aid And Repair Center

7544 Holabird Ave.
Baltimore, MD 21222
(410) 284-2889

Advanced Hearing Aid Center

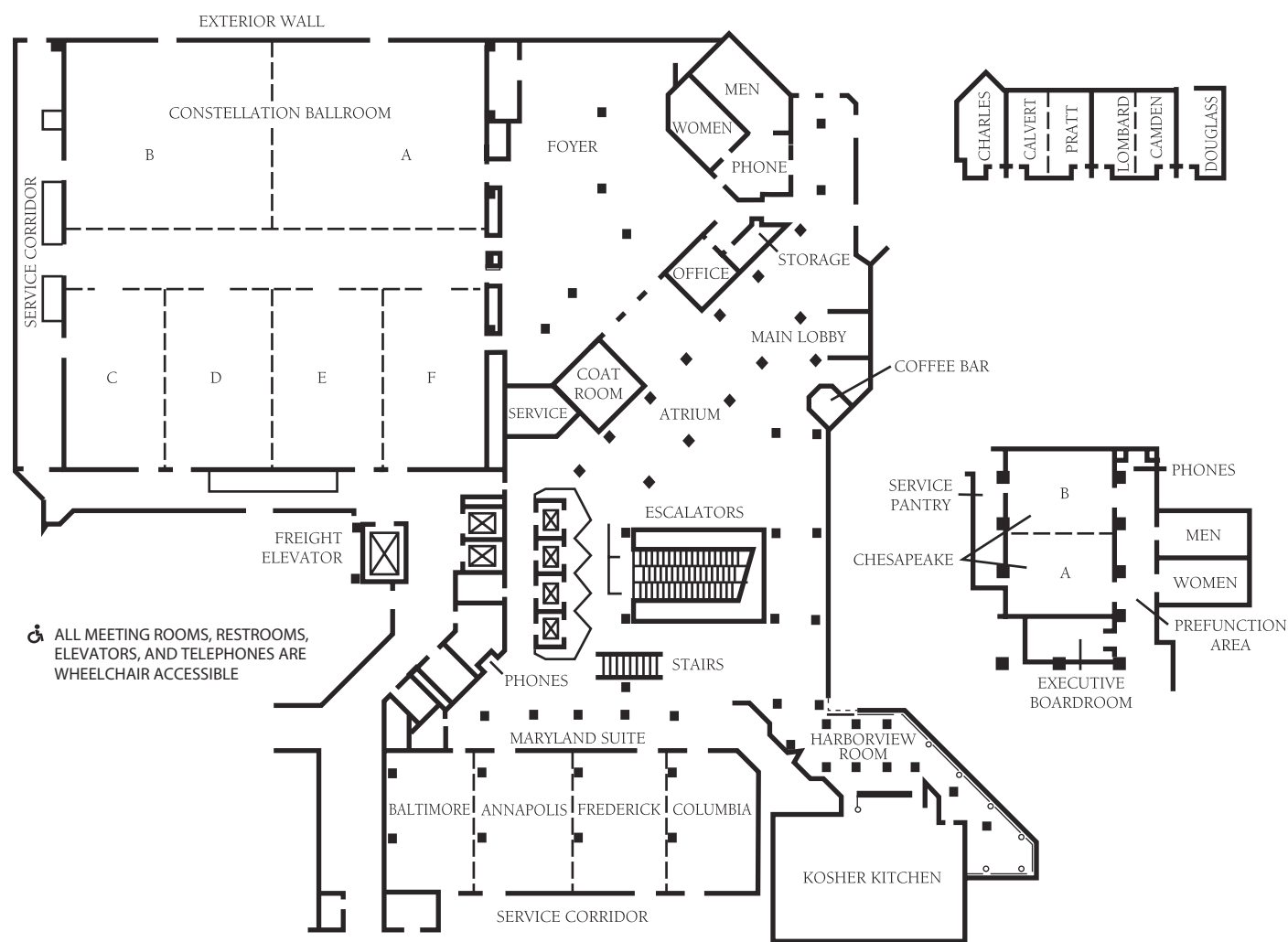
17 Warren Rd.
Baltimore, MD 21201

Appendix

You will find the following documents in the appendix:

- Hyatt Hotel Floor Plan
- Baltimore Convention Center Brochure

Hyatt Regency Hotel Floorplan





The Center of It All

Nestled in the heart of downtown Baltimore, the Convention Center's location is a tourist's dream and a meeting planner's delight. Linked by a series of overhead walkways to Baltimore's renowned Inner Harbor, hotels and fine dining, the Center offers attendees a wide variety of attractions and meeting planners with an affordable prime destination.

Getting around could not be easier. The Baltimore Convention Center is conveniently located next to the MARC train station, providing a direct route to Washington, DC, and Baltimore's Light Rail for local access. Visitors to the Center are 15 minutes from Baltimore-Washington International (BWI) Airport and 7 minutes to Penn Station.

Across the street from the Convention Center, visitors will find Oriole Park at Camden Yards, home of the famous Baltimore Orioles baseball team, and Ravens Stadium, home of the NFL champion Baltimore Ravens football team. Surrounding the Center is an array of first-class hotels, cultural institutions, restaurants and entertainment venues all within walking distance.

The City is home to numerous medical institutions including; The Johns Hopkins Hospital, consistently ranked as one of the top hospitals in the world; and the University of Maryland Medical Center. There are thirteen colleges and universities within the metropolitan area creating a college town of over 75,000 students from around the world.

The Baltimore Convention Center is truly at the center of it all.



Optimal space

The Baltimore Convention Center is one of the most versatile and well-equipped meeting facilities in the country. With a total of 1,225,000 square feet of space, the Convention Center is able to host a variety of conventions large and small.

There is 300,000 square feet of contiguous exhibition space that is relatively obstruction free. The Center's flexibility is further defined by its 50 meeting rooms totaling 85,000 square-feet, capable of accommodating between 85–1,600 people, and a multi-function, 36,672 square-foot ballroom capable of holding 4,000 people theater-style and 2,500 for banquets.

The exhibit halls are adjacent to 32 covered loading docks and may be accessed by drive-in ramps for easy event move-in and move-out. A state-of-the-art telecommunications network keeps guests connected to the outside world with the latest technology and equipment.

The Center is designed to be accessible to all. It is outfitted with ramps and electronic doors making it wheelchair accessible and with visual fire alarms for the hearing impaired. The Center has numerous elevators and escalators which allow for quick access to all areas of the facility. The catering department can set up food service convenient to events, either through the permanent facilities or mobile units.

There are several VIP and show office suites situated in key locations throughout the building. A spacious lobby filled with natural light provides the perfect welcome to each visitor.

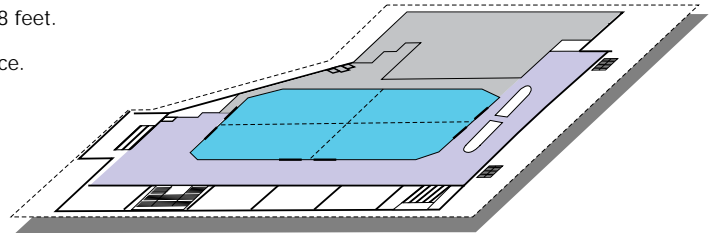
The Baltimore Convention Center is much more than a versatile space. It is people dedicated to assisting you every step of the way. Our sales managers and account executives work with you to assemble the perfect combination of space and services.

- ▼ *The Baltimore Convention Center is easily accessible from street level (as shown in first two photos above).*
- ▼ *There are several entrances to The Center, one of which is on Pratt Street.*
- ▼ *Outdoor terraces can be used for receptions or for relaxation between conference sessions.*

overview

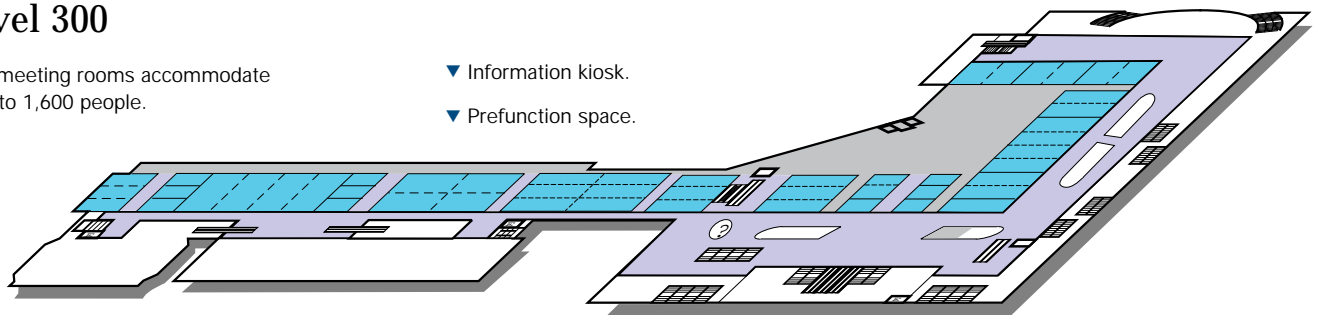
Level 400

- ▼ 36,672 square foot ballroom.
- ▼ Divides into 4 sections.
- ▼ Ceiling height 28 feet.
- ▼ Prefunction space.



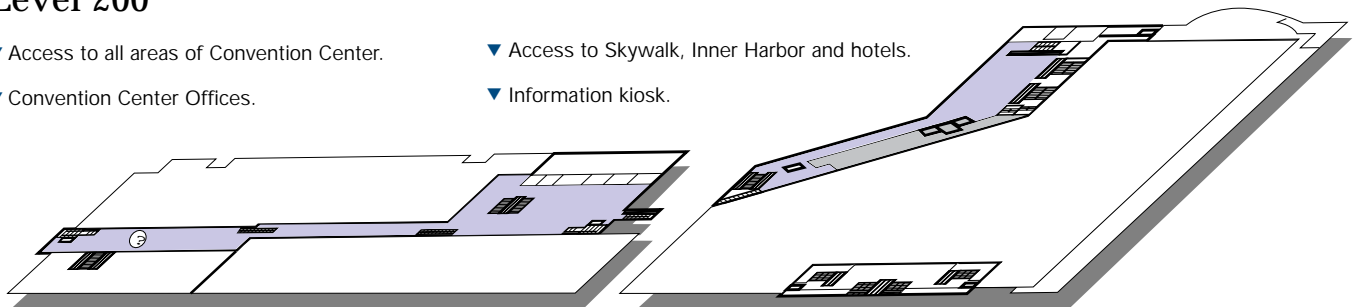
Level 300

- ▼ 50 meeting rooms accommodate 85 to 1,600 people.
- ▼ Information kiosk.
- ▼ Prefunction space.



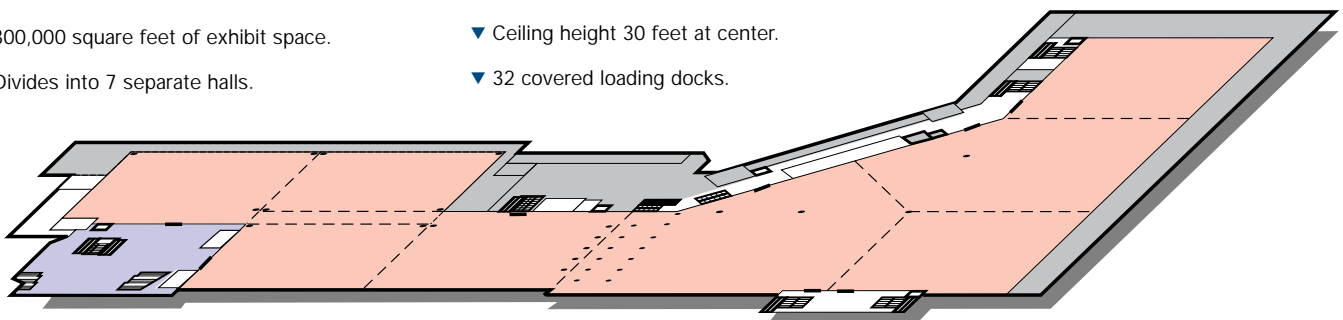
Level 200

- ▼ Access to all areas of Convention Center.
- ▼ Convention Center Offices.
- ▼ Access to Skywalk, Inner Harbor and hotels.
- ▼ Information kiosk.



Level 100

- ▼ 300,000 square feet of exhibit space.
- ▼ Divides into 7 separate halls.
- ▼ Ceiling height 30 feet at center.
- ▼ 32 covered loading docks.



key

exhibit space

meeting space

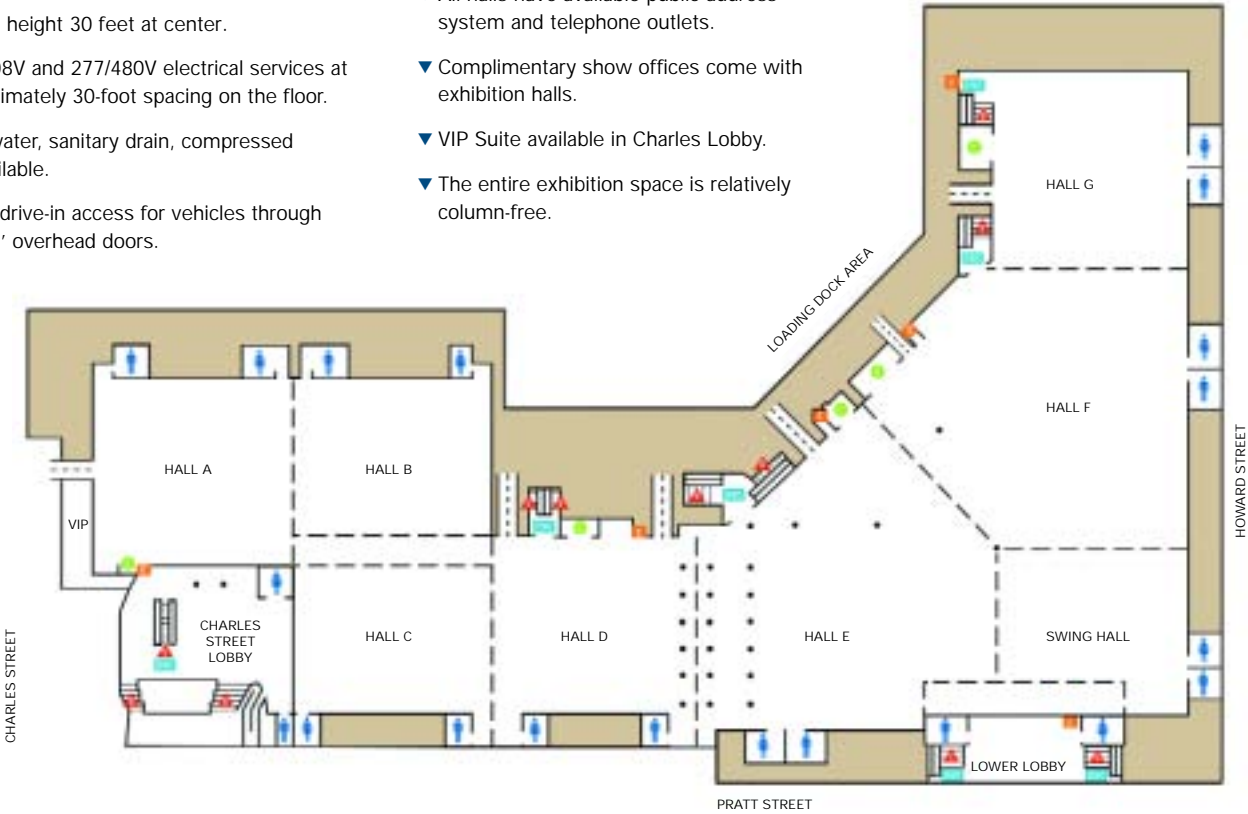
prefunction space

back-of-the-house space

open space

Level 100

- ▼ 300,000 square foot exhibit space divides into 7 sections.
 ▼ Ceiling height 30 feet at center.
 ▼ 120/208V and 277/480V electrical services at approximately 30-foot spacing on the floor.
 ▼ Cold water, sanitary drain, compressed air available.
 ▼ Direct drive-in access for vehicles through 15'x18' overhead doors.
- ▼ 32 covered loading docks.
 ▼ All halls have available public address system and telephone outlets.
 ▼ Complimentary show offices come with exhibition halls.
 ▼ VIP Suite available in Charles Lobby.
 ▼ The entire exhibition space is relatively column-free.



Exhibition Hall	A	B*	C	B/C	D	E	Swing Hall**	F	G
Dimensions	180.5' x 167.5'	180.5' x 140.5'	180.5' x 140.5'	180.5' x 28'	185' x 165.5'	165.75' x 267.25'	175.75' x 165.75'	239' x 178.75'	178.75' x 177.50'
Ceiling Height	16.8'–30'	16.8'–30'	16.8'–30'	—	16.8'–30'	11'–30'	14.6'–30'	29'–30'	18.2'–30'
Sq. Ft.	30,000	25,000	25,000	5,000	30,000	62,000	32,000	59,000	32,000
Theater	3,500	2,500	2,500	—	2,500	3,760	2,720	3,640	2,920
Banquet	1,500	1,500	1,500	—	1,500	1,700	1,100	1,650	1,300

* not by itself unless exit through A/C.
 ** not by itself unless exit through E/F.

With 300,000 square feet of flexible exhibit space and 32 covered loading docks, the Baltimore Convention Center is one of the most well-equipped facilities in the country.



key

concessions

elevator

escalator

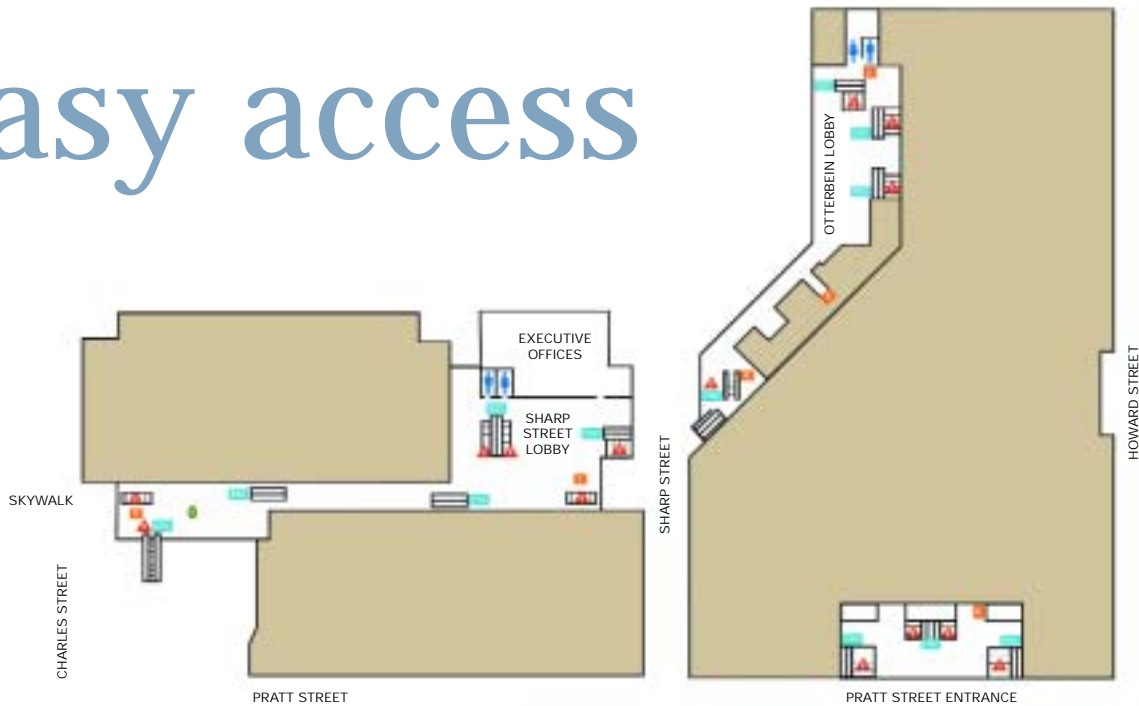
stairs



Connected by a series of overhead skywalks, the Baltimore Convention Center is within walking distance of several major hotels and the Inner Harbor which contains an array of dining and entertainment options. The Center is directly across the street from Oriole Park at Camden Yards.



easy access



Level 200

- ▼ Includes Otterbein and Sharp Street Lobbies, Pratt Street Entrance and Convention Center Offices.
- ▼ Access to Skywalk, Inner Harbor, and hotels. Access to Baltimore's Light Rail System providing a direct route to BWI Airport. Walking distance to the MARC train system with service to Washington, D.C.
- ▼ Prefunction space.
- ▼ Visitor information kiosk.



restrooms—public restrooms are handicap accessible



handicap accessible restroom and assistant

drive in access



visitor kiosk

flexibility

Level 300

- ▼ 50 meeting rooms can accommodate 85 to 1,600 people.
- ▼ Outdoor terrace and covered pavilion are ideal for special activities or relaxation.
- ▼ Glass walls overlook terrace area.
- ▼ All seating capacities include head table arrangement.
- ▼ All meeting rooms and public areas are carpeted.
- ▼ Larger rooms have flexible lighting with dimming capabilities, built-in sound systems.



Meeting room	301	302	303	304	305	306	307	308	309	310	311	312	313
Dimensions	26' x 41'	26' x 41'	33' x 41'	27' x 24'	27' x 24'	27' x 24'	42' x 81'	43' x 81'	43' x 81'	42' x 81'	27' x 24'	27' x 24'	27' x 24'
Ceiling Height	12'	12'	12'	9'	9'	9'	14'	14'	14'	14'	9'	9'	9'
Sq. Ft.	1066	1066	1353	648	648	648	3402	3402	3402	3402	648	648	648
Theater	150	150	150	85	85	85	425	425	425	425	85	85	85
Classroom	66	72	66	42	42	42	182	182	182	182	42	42	42
Banquet	60	60	60	40	40	40	220	220	220	220	40	40	40

Meeting room	314	315	316	317	318	319	320	321	322	323	324	325	326
Dimensions	42' x 59'	38' x 59'	42' x 59'	38' x 59'	27' x 42'	29' x 42'	26' x 42'	27' x 42'	29' x 42'	26' x 42'	27' x 39'	29' x 39'	28' x 39'
Ceiling Height	12'	12'	12'	12'	12'	12'	12'	12'	12'	12'	12'	12'	12'
Sq. Ft.	2478	2242	2360	2242	1134	1218	1092	1134	1218	1092	1053	1131	1092
Theater	234	234	225	225	120	140	120	120	140	120	110	120	120
Classroom	132	140	125	133	50	60	50	50	60	50	66	81	81
Banquet	120	120	120	120	60	90	50	60	90	50	60	80	60

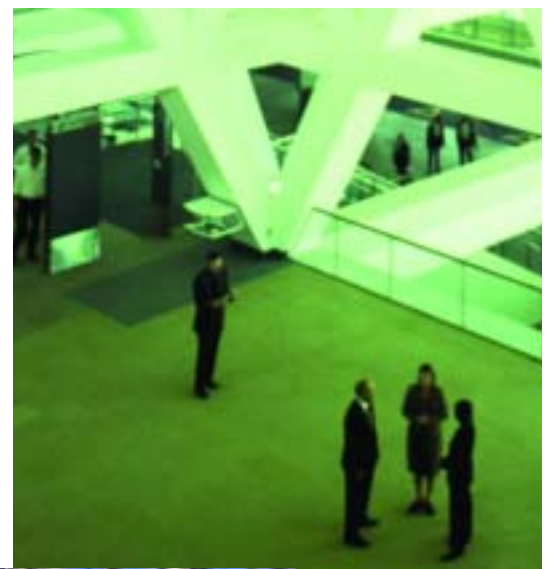
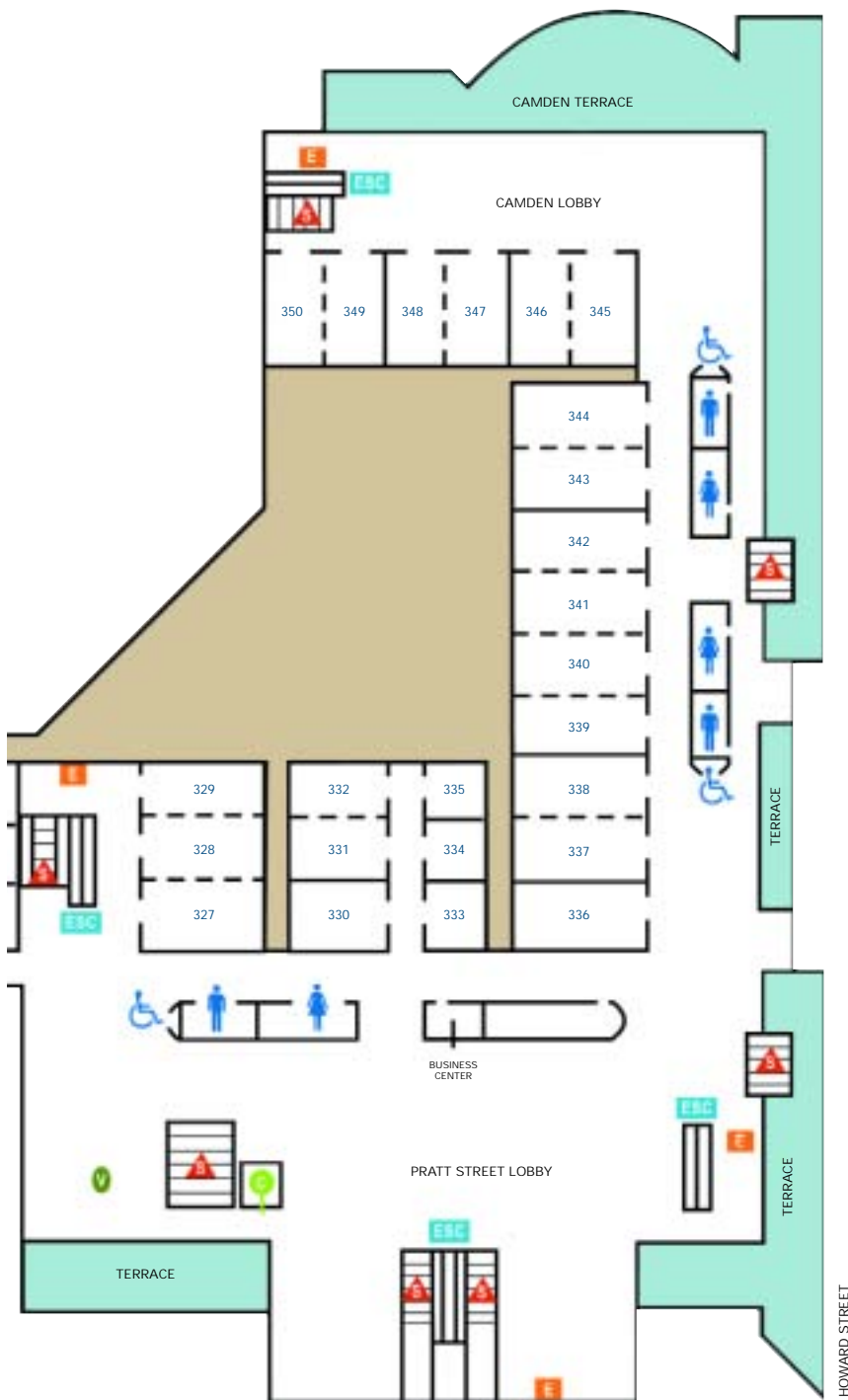
key

concessions

elevator

escalator

stairs



All 50 meeting rooms and common areas on Level 300 are carpeted. Glass walls overlook the outdoor terrace and pavilion area, which are ideal for special activities or relaxation between conference sessions.

Meeting room	327	328	329	330	331	332	333	334	335	336	337	338
Dimensions	34' x 50'	29' x 50'	28' x 50'	33' x 39'	28' x 39'	28' x 39'	34' x 23'	29' x 23'	31' x 23'	33' x 50'	28' x 50'	28' x 50'
Ceiling Height	16'	16'	16'	16'	16'	16'	12'	12'	12'	12'	16'	16'
Sq. Ft.	1700	1450	1400	1287	1092	1092	782	667	713	1650	1400	1400
Theater	180	180	168	104	104	104	70	45	45	180	168	168
Classroom	126	102	102	74	74	74	45	36	36	102	96	96
Banquet	120	80	80	60	60	60	50	40	40	80	80	80

Meeting room	339	340	341	342	343	344	345	346	347	348	349	350
Dimensions	28' x 50'	29' x 50'	29' x 50'	28' x 50'	28' x 50'	28' x 50'	28' x 40'	28' x 40'	28' x 40'	28' x 40'	28' x 44'	28' x 44'
Ceiling Height	16'	16'	16'	16'	16'	16'	16'	16'	16'	16'	16'	16'
Sq. Ft.	1400	1450	1450	1400	1400	1400	1120	1120	1120	1120	1232	1232
Theater	168	180	180	168	168	168	104	104	104	104	130	130
Classroom	96	102	102	96	96	96	72	72	72	72	87	87
Banquet	80	80	80	80	80	80	60	60	60	60	80	80

restrooms—public restrooms are handicap accessible

handicap accessible restroom and assistant

visitor kiosk

movable walls

possible combination

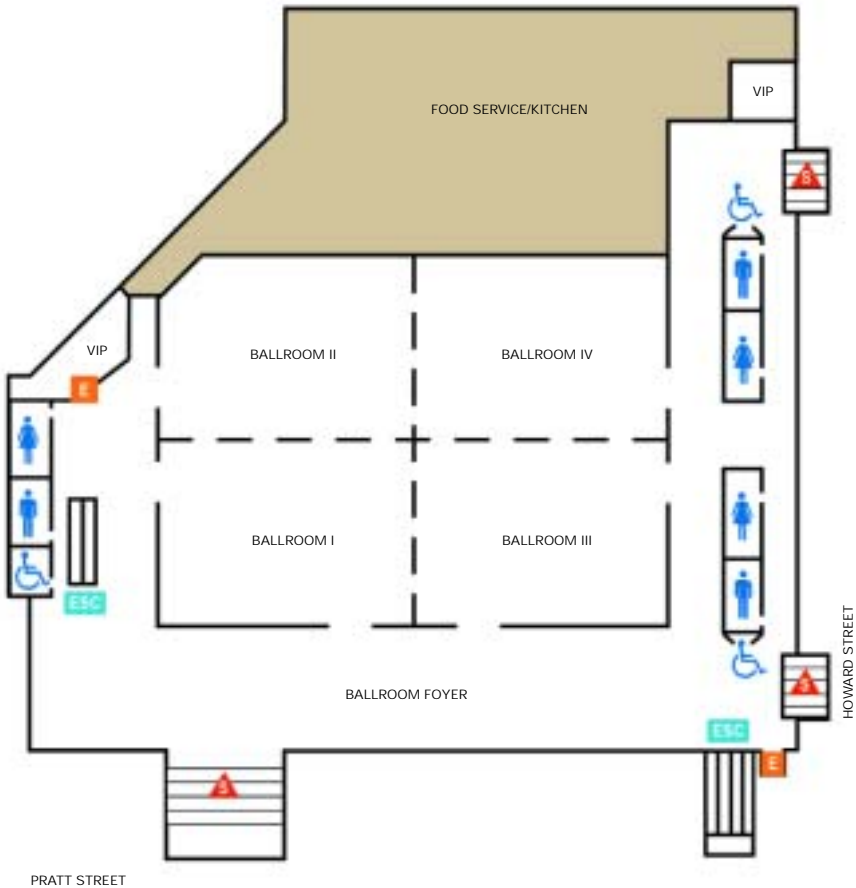


No matter the size of your meeting, the Baltimore Convention Center will exceed your expectations. There are 50 carpeted meeting rooms which can hold from 85–1,600 people. A 36,672 square foot multi-function hotel-quality ballroom, appropriate for banquets and receptions, can hold up to 4,000 people theater-style, and 2,500 people for banquets.



Level 400

- ▼ 36,672 square foot ballroom.
- ▼ Divisible into 4 sections.
- ▼ Ceiling height 28 feet.
- ▼ Complete kitchen/catering facilities.
- ▼ Built-in sound system.
- ▼ Fluorescent and incandescent lighting with dimmers.
- ▼ VIP Suites available.
- ▼ Ballroom foyer provides spacious prefunction space.



Ballroom	Ballroom I	Ballroom II	Ballroom III	Ballroom IV
Dimensions	80' x 112'	85' x 112'	80' x 112'	85' x 112'
Ceiling Height	28'	28'	28'	28'
Sq. Ft.	8888	9448	8888	9448
Theater	1000	1095	1000	1095
Classroom	576	608	576	608
Banquet	600	700	600	700

key

concessions

elevator

escalator

stairs

restrooms
public restrooms are handicap accessible

handicap accessible restroom & assistant

visitor kiosk

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